

essential.com, inc.

Local Exchange

TITLE PAGE  
OF  
KENTUCKY LOCAL EXCHANGE SERVICES TARIFF  
OF  
**essential.com, inc.**  
3 Burlington Woods Drive, 4<sup>th</sup> floor  
Burlington, Massachusetts 01803  
781.229.9599  
Rates, Rules and Administrative Regulations for Furnishing  
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE  
Throughout the State of Kentucky  
Filed with Public Service Commission  
Of Kentucky

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAR 30 2000

Issued: \_\_\_\_\_  
Issued By: \_\_\_\_\_

Basil Pallone  
Treasurer, Director of Finance & Controller  
3 Burlington Woods Drive, 4<sup>th</sup> floor  
Burlington MA 01803

Effective Date: \_\_\_\_\_  
PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)

BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

### CHECK SHEET

The Title Sheet and Sheets 1 through 70 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s).

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**CHECK SHEET, Continued**

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

**EXPLANATION OF SYMBOLS**

- (C) To signify **changed** condition or regulation
- (D) To signify **deleted or discontinued** rate, regulation or condition
- (I) To signify a change resulting in an **increase** to a Customer's bill
- (M) To signify that material has been **moved from** another tariff location
- (N) To signify a **new** rate, regulation condition or sheet
- (R) To signify a change resulting in a **reduction** to a Customer's bill
- (T) To signify a change in **text** but no change to rate or charge

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## TARIFF FORMAT

- A. **Sheet Numbering** - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, occasionally, when a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of code is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Check Sheet to find if a particular sheet is the most current on file with the Commission.

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### APPLICATION OF TARIFF

This Tariff contains the descriptions, regulations and rates applicable to the provision of local exchange telecommunications services provided by essential.com, inc ("Essential.com") within the Commonwealth of Kentucky. This Tariff is on file with the Public Service Commission of Kentucky ("Commission"). Copies may also be inspected during normal business hours at the Company's principal place of business, 3 Burlington Woods Drive, 4<sup>th</sup> floor, Burlington Massachusetts, 01803.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

### Agency

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

### Alternate Routing ("AR")

Allows E911 calls to be routed to a designated alternate location if: (1) all E911 exchange lines to the primary PSAP (*See* definition of PSAP below.) are busy; or (2) the primary PSAP closes down for a period (night service).

### Authorized User

A person, corporation or other entity who is authorized by the Company's Customer to utilize service provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

### Automatic Location Identification ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

### Automatic Number Identification ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Business Service:**

A service which conforms to one (1) or more of the following criteria:

- A. Used primarily for a paid commercial, professional or institutional activity; or
- B. The service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. The service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of service, without compensation or reimbursement, for a charitable or civic purpose will not constitute a business use of service unless other criteria apply.

**Called Station**

The terminating point of a call (i.e., the called number).

**Calling Card**

A card issued by Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

**Central Office**

An operating office of the Company where connections are made between telephone exchange lines.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Central Office Line

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

### Change:

Includes the rearrangement or reclassification of existing service at the same location.

### Channel

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

### Channel Conversion

The termination of 1.544 Mbps Service at a Customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

### Channel Service Unit ("CSU")

The equipment located at the Customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

### Commission

Kentucky Public Service Commission

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Communications Systems

Channels and other facilities which are capable of two-way communications between subscriber-provided terminal equipment or telephone company stations, even when not connected to exchange and message toll communications service.

### Company

essential.com, inc.

### Credit Card

A valid bank or financial organization card, representing and account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

### Customer

The person, firm, corporation or other entity which orders or uses service and is responsible for payment of charges and compliance with tariff regulation.

### Customer Premises Equipment ("CPE")

Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX or other communication system.

### Debit Card

A valid bank or financial organization card, representing an account from which the costs of products and services purchased by the card holder may be charged.

### Dedicated Access

Non-switched access between a Customer's premises and the point of presence of the Company's underlying carrier.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Default Routing ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

### Demarcation Point

The physical dividing point between the Company's network and the Customer.

### Digital

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

### Direct Inward Dial ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

### Direct Outward Dial ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

### Disconnect or Disconnection

The termination of a circuit connection between the originating station and the called station or the Company's operator.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Dual Tone Multi-Frequency ("DTMF")**

The pulse type employed by tone dial station sets (touch tone).

**Emergency Service Number ("ESN")**

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the Customer.

**E911 Customer**

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**E911 Service Area**

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**Error**

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

**Exchange**

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**Exchange Access Line**

A central office line furnished for direct or indirect access to the exchange system.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Exchange Service

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

### Final Account

A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

### Flat Rate Service

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

### Ground Start

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

### Handicapped Person

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 No. 126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Holidays:**

Holidays include New Year's Day (January 1), Memorial Day (last Monday in May), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

**Hunting:**

Routes a call to an idle station line in a prearranged group when the called station is busy.

**Incoming Service Group**

Two or more central office lines arranged so that a call to the first line is completed to a succeeding line in the group when the first line is in use.

**ISDN (Integrated Services Digital Network):**

ISDN provides integrated voice and/or data communications capability for transmission of voice and/or data and packet switched data signals on an incoming and outgoing basis over a single line.

**Interface**

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

**Interoffice Mileage**

The segment of a line which extends between the central offices serving the originating and terminating points.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Interruption**

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

**LATA**

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

**Leased Channel**

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

**Link**

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

**Local Call**

A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

**Local Calling Area**

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

**Local Service**

Telephone exchange service within a local calling area.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Loop Start**

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

**Loops**

Segments of a line which extend from the serving central office to the originating and to the terminating point.

**Kbps:**

Kilobits per second, denotes thousands of bits per second.

**Message Rate Service**

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

**Move**

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Multi-Frequency ("MF")**

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**Multiline Hunt**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Network Control Signaling

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

### Network Control Signaling Unit

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

### Node

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

### PBX

A private branch exchange.

### Port

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

### Premises

The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Private Branch Exchange Service

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

### Public Safety Answering Point ("PSAP")

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

### Rate Center

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

### Referral Periods

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

### Resale of Service

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without "adding value") for profit.

### Same Premises

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

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Treasurer, Director of Finance and Controller  
3 Burlington Woods Drive, 4<sup>th</sup> floor  
Burlington MA 01803

BY: Sharon A. Sullivan  
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SECRETARY OF THE COMMISSION

## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

### Selective Routing ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

### Serving Central Office

The central office from which local service is furnished.

### Sharing

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

### Station

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

### Subscriber:

See "Customer" definition.

### Suspension

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

### Toll Call

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued**

Travel Card

See definition of Calling Card.

Two Way

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

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## SECTION 2 – RULES AND REGULATIONS

### 2.1. UNDERTAKING OF COMPANY

- 2.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the Commonwealth of Kentucky.
- 2.1.2. Company offers resold telecommunications services to Customers for the direct transmission and reception of voice, data, and other types of communications.
- 2.1.3. The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.4. Request for service under this tariff will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

### 2.2. LIMITATIONS

- 2.2.1. Service is offered subject to availability of the necessary facilities and/or service and subject to the provisions of this Tariff.
- 2.2.2. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.3. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.2. LIMITATIONS, Continued**

- 2.2.4. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.5. The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.
- 2.2.6. The Company reserves the right to refuse an application for service by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until this indebtedness is satisfied.
- 2.2.7. Company reserves the right to immediately disconnect service without incurring liability when necessitated by dangerous conditions beyond the Company's control or when the Customer is using the service illegally. Pursuant to applicable regulations, the Company will provide written notice of termination after the fact.

**2.3. USE**

- 2.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which it is technically suited.
- 2.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.
- 2.3.3. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.
- 2.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.3. USE, Continued**

- 2.3.5. Recording of telephone conversations of service provided by the Company under this Tariff is prohibited except as authorized by applicable federal, state and local laws.
- 2.3.6. Service will not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass the called party.
- 2.3.7. Service will not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.
- 2.3.8. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

**2.4. LIABILITIES OF THE COMPANY**

- 2.4.1. The liabilities of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For the purpose of computing such amount a month is considered to have thirty (30) days. In no event will the Company be responsible for consequential damages for lost profits suffered by a customer or end user as the result of interrupted or unsatisfactory service.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- 2.4.3. Company shall be indemnified and held harmless by the Customer against:
- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over Company's facilities; and
  - B. Claims for patent infringement arising from combining or connecting Company's facilities with apparatus and systems of the Customer; and
  - C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.
- 2.4.4. Company is not liable for any defacement of, or damage to, the equipment or premises of a customer resulting from the furnishing of services when such defacement or damage is not the result of the Company's negligence.
- 2.4.5. Company shall not be liable for, and the Customer indemnifies and holds harmless from, any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, instituted or asserted by the Customer or by any other party of person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.6. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed agents or employees of the Company without written authorization.
- 2.4.7. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature: storms, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the Company or of any department, agency, Commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this Tariff to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 2.4.8. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the Company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Kentucky law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.
- 2.4.9. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

2.4.10. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps, including obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as the Customer's agent, to the Company's network.

2.4.11. With respect to Emergency Number 911 Service:

- A. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer, or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service; or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
- B. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 Service, and which arises out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.12. In the absence of gross negligence or willful misconduct, no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, will attach to the Company.
- 2.4.13. The Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's service and in no event will exceed one-half (1/2) the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs.
- 2.4.14. As part of providing any private listing or semi-private listing services, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. The Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- 2.4.15. When a Customer with a non-published telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this Tariff, the Customer agrees to the release of such information under the above provision.
- 2.4.16. The Company will use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of, and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.5. EQUIPMENT AND FACILITIES**

2.5.1. The Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provisioned equipment is connected to the facilities furnished under this Tariff, the responsibility of the Company will be limited to the furnishing of facilities offered pursuant to this Tariff. Beyond this responsibility, the Company will not be responsible for:

- A. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- B. the reception of signals by Customer-provided equipment; or
- C. network control signaling when performed by Customer-provided network control signaling equipment.

**2.6. CUSTOMER RESPONSIBILITIES**

2.6.1. The Customer is responsible for the payment of all charges for services furnished to the Customer and for all additional charges for calls the Customer elects to continue making.

2.6.2. The Customer is responsible for compliance with applicable regulations set forth in this Tariff.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.6. CUSTOMER RESPONSIBILITIES, Continued**

- 2.6.3. The Customer is responsible for establishing its identity as often as necessary during the course of the call or when seeking credits from the Company.

**2.7. INTERRUPTION OF SERVICE**

- 2.7.1. Credit for Interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Section 2.4., herein. It shall be the obligation of the Customer to notify Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.
- 2.7.2. For purposes of credit computation, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.3. The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly recurring charge for each hour or major fraction thereof that the interruption continues.

Credit formula:  $\text{Credit} = (A/720) \times B$

A - outage time in hours

B - total monthly charge for affected utility

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.8. RESTORATION OF SERVICE**

- 2.8.1. The use and restoration of service in emergencies shall be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations on file with the Commission, which specifies the priority system for such activities.
- 2.8.2. When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of a Company service order, service will be restored only upon the basis of application for new service.

**2.9. MINIMUM SERVICE PERIOD**

- 2.9.1. The minimum service period is one month (30 days). The Customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.
- 2.9.2. If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for service for the remainder of the minimum period.
- 2.9.3. If service is switched over to a new Customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new Customer if the new Customer agrees in writing to accept them. For facilities not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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## SECTION 2 - RULES AND REGULATIONS, Continued

### 2.10. ACCESS TO CUSTOMER'S PREMISES

The Customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

### 2.11. PAYMENTS AND BILLING

- 2.11.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until cancelled by the Customer on not less than thirty (30) days' notice.
- 2.11.2. The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears. Customer will be billed and is responsible for payment of applicable local, state and federal taxes assessed in connection with the services used. It is contemplated that billing and payment be done electronically, with payment made by means of the Customer's credit card, debit card, or other similar mechanism approved by the Company. In the sole discretion of the Company, payments may be made by check.
- 2.11.3. Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance, or the maximum allowable under state law and may be subject to additional collection agency fees. The late payment charge will, in accordance with applicable regulations, be assessed only once on any bill for services rendered.
- 2.11.4. Return check charges may be applied in the amount of \$20, or such other amount allowed by applicable state law, as contained in the Kentucky Code.
- 2.11.5. Customers should first seek to resolve billing disputes through the Company's website, [www.essential.com/](http://www.essential.com/), or by email to the address indicated on the Customer's most recent invoice. Additionally, inquiries may be addressed to Company's customer service organization by mail at Three Burlington Woods Drive Burlington, MA 01803-4543, or by telephone to 888.746.4983. Customer service representatives are available to address such inquiries and any inquiries outside of normal business hours will be answered on the next business day. In the event of an emergency which threatens Customer service, the Company will respond as promptly as possible.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.11. PAYMENTS AND BILLING**

2.11.6. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

- A. First, the customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
- B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Kentucky Public Service Commission for its investigation and decision.

The address and telephone number of the Commission are:

Kentucky Public Service Commission  
Complaint Branch  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602

Telephone: 502.564.3940  
Toll-free: 800.772.4636

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.12. CANCELLATION BY CUSTOMER**

- 2.12.1. Customer may cancel service by providing written or oral notice to Company thirty (30) days prior to cancellation.
- 2.12.2. Customer is responsible for all usage charges and other charges incurred in connection with the Company's service(s) and the payment thereof, regardless of the Customer's cancellation of some, or all of the services it takes from the Company from time to time.
- 2.12.3. Any cost of Company expenditures shall be borne by the Customer if:
- A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some the period mutually agreed with the Customer; or
  - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
  - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.13. CANCELLATION BY COMPANY**

2.13.1 Company reserves the right to immediately discontinue furnishing service to Customers without incurring liability in the event of a condition determined to be hazardous to the Customer, to other customers of the utility, to the utility's equipment, the public or to employees of the utility. The Company will provide notice of termination after the fact as required by applicable regulations.

Company reserves the right to immediately discontinue furnishing service to Customers without incurring liability under the following conditions and upon 10 days notice:

- A. For violation of Company's filed tariffs or for Customer's breach of the contract for service between the utility and Customer; or
- B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or
- C. If the Company deems such refusal necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or services without notice; or
- D. For unlawful use of the service or use of the service for unlawful purposes; or
- E. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services.

2.13.2. Company may discontinue service upon five (5) days' notice for the non-payment of any proper charge as provided by Company's Tariff.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.13. CANCELLATION BY COMPANY, Continued**

2.13.3. Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

- A. The use of facilities or service of the Company without payment of tariff charges; or
- B. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons; or
- C. The use of profane or obscene language; or
- D. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls.

2.13.4. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

2.13.5. The Company may refuse to permit collect calling, calling card, third number billing which it determines to be fraudulent and/or may limit the use of these billing options or services.

**2.14. ADVANCED PAYMENTS AND DEPOSITS**

The Company does not require an advanced payment or deposit from the Customer, but reserves the right to collect advanced payments and deposits, as necessary. In the event that the Company does require deposits, those will be charged in accordance with 807 KAR5:006 section 7.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.15. INTERCONNECTION**

- 2.15.1. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with the Company. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service and the signals emitted into the Company's network are of the proper mode, bandwidth, power, data speed and signal level for the intended use of the Customer. If the Customer or its agent fails to properly maintain and operate its equipment and/or system of that of its agent, the Company may, upon written request, require the use of protective equipment at the Customer's expense.
- 2.15.2. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 2.15.3. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

**2.16. FULL FORCE AND EFFECT**

Should any provision or portion of this tariff be held by a court or administrative agency of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions of this tariff will remain in full force and effect.

**2.17. CREDIT LIMIT**

The Company may, at any time and at its sole discretion, set a credit limit for any Customer's consumption of services for any monthly period.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.18. ACCESS TO TELEPHONE RELAY SERVICES**

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by commonwealth law.

**2.19 ACCESS TO CARRIER OF CHOICE**

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IXC) of their choice. The IXC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. Essential.com should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

**2.20 PROMOTIONS**

Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the Services and may be limited to a specific geographical area, to a subset of a specific market group or to customers who sign up for such Service on or after a particular date. Prior approval for promotional offerings will be obtained from the appropriate regulatory authority when required.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.21 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)**

- 2.21.1 This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility.
- 2.21.2 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call-by-call basis, only for the purpose of responding to an emergency call in progress.
- 2.21.3 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- 2.21.4 After the establishment of service, it the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on exiting streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation or new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.
- 2.21.5 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction or any property, whether owned by the customer or others. Under the terms of this tariff, the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, by not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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### SECTION 3 - DESCRIPTION OF SERVICE

#### 3.1. GENERAL

- 3.1.1. Company provides Services through the local exchange carrier or alternative communications providers. Depending on the Customer's needs, they have a choice of features to which they can subscribe. Company also provides access to interexchange Service by resale of service from interexchange carriers.
- 3.1.2. Local Exchange Service provides the Customer with touch tone, voice-grade telecommunications services that can be used to place or receive calls. The Customer may place calls to any local calling station in the local calling area. Additionally, subject to availability, the Customer may access certain features, including, operator services, directory assistance, enhanced 911 (where available to Company), custom calling features, including voice mail (where available) and telecommunications relay services. The Customer may also place calls to toll-free numbers where equipment allows.
- 3.1.3. Toll Service allows the Customer to make direct-dial intrastate, and access to interstate and international calls, unless restricted by Company as allowed herein or as restricted by law.
- 3.1.4. For purposes of packaging services, the Company may offer discounts from the rates set forth in this tariff on an individual case basis. The amount, type and duration of any discounts may vary by Customer. In no event are rates charged to any Customer higher than the rates set forth in this tariff.

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE**

**3.2.1. Generally**

Essential.com offers business customers a choice of two local calling plans, flat-rate and Area Calling Service (ACS). Under the flat-rate plan, there is no charge for local calls within the Limited Local Calling Area (LLCA). The ACS, an enhanced measured service plan, has measured usage charges for both LLCA and Full Local Calling Area (FLCA) calls within 55 miles, subject to Peak and Off-Peak rates. The Peak rates apply Monday - Friday, 8:00 AM - 7:59 PM; Off-Peak rates apply at all other times, including the six recognized holidays of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. The regular ACS has no usage allowance. However, a Premium Calling option offers unlimited calls to both the LLCA and FLCA for an additive monthly charge.

Essential.com offers two other optional features, Local Usage Detail and Back-Up Line. The former details all FLCA calls for Area Calling Service customers. Back-Up Line is available to individual line and multiline key customers, so that customers may place and receive overflow calls while their regular lines are occupied. A monthly fee applies for Back-Up Line arrangement, as well as a charge for each minute of incoming and/or outgoing usage that is diverted to the Back-Up Line. Customers may also arrange the Back-Up Line as part of a hunt group for the same monthly charge that applies to regular lines in a hunt group arrangement.

Essential.com offers Custom Calling features allowing for an arrangement that offers up to two additional dependent phone numbers with a distinctive ring on the same line. Unless otherwise indicated, the only nonrecurring fee that may apply for any or all vertical features is a secondary service order charge.

**3.2.2 Flat Rate Service**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Individual Line, Key System or PBX Trunk		
Rate Class 1	\$22.65	\$73.00
Rate Class 2-6	\$32.90	\$73.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

**3.2.3 Measured Monthly Service**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Individual Line, Key System or PBX Trunk		
Rate Class - 1,2,3,4 & 6	\$29.70	\$73.00
Rate Class - 5	\$33.00	\$73.00

**A. Measured Usage Charges, Peak**

	<b>DAY</b>	
	<b>First Min</b>	<b>Add'l Min</b>
Band A (Intra-exchange)	\$0.0200	\$0.0100
Band B (1-10 Miles)	\$0.0400	\$0.0200
Band C (11-16 Miles)	\$0.0600	\$0.0400
Band D (10 Miles beyond LLCA)	\$0.0400	\$0.0200
Band E (16 Miles beyond LLCA)	\$0.0600	\$0.0400
Band F (22 Miles beyond LLCA)	\$0.0900	\$0.0700
Band G (30 Miles beyond LLCA)	\$0.0900	\$0.0700
Band H (40 Miles beyond LLCA)	\$0.0900	\$0.0700
Band I (55 Miles beyond LLCA)	\$0.0900	\$0.0700

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

**3.2.3 Measured Monthly Service, Continued**

**B. Measured Usage Charges, Off-Peak**

	DAY	
	First Min	Add'l Min
Band A (Intra-exchange)	\$0.0100	\$0.0050
Band B (1-10 Miles)	\$0.0200	\$0.0100
Band C (11-16 Miles)	\$0.0300	\$0.0200
Band D (10 Miles beyond LLCA)	\$0.0200	\$0.0100
Band E (16 Miles beyond LLCA)	\$0.0300	\$0.0200
Band F (22 Miles beyond LLCA)	\$0.0450	\$0.0350
Band G (30 Miles beyond LLCA)	\$0.0450	\$0.0350
Band H (40 Miles beyond LLCA)	\$0.0450	\$0.0350
Band I (55 Miles beyond LLCA)	\$0.0450	\$0.0350

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
<b>3.3.4 Direct Inward Dialing (DID)</b>		
First Block of 20 DID Numbers	\$3.40	\$480.00
Add'l Block of 20 DID Number	\$3.40	\$ 0.00
DID Trunk Termination	\$26.00	\$50.00
Optional Features		
MF Pulsing Option	\$7.50	\$0.00
DTMF Pulsing Option	\$7.50	\$0.00
<b>3.2.5 Additional Charges</b>		
Touch Tone, Per Line/Trunk	\$3.00	\$0.00
Hunting, Per Arrangement		
Rate Class 1	\$12.00	\$0.00
Rate Class 2	\$11.25	\$0.00
Rate Class 3	\$10.50	\$0.00
Rate Class 4	\$10.00	\$0.00
Rate Class 5	\$5.70	\$0.00
Rate Class 6	\$10.00	\$0.00
End User Common Line Charge (EUCL)		
Individual Line	\$3.50	\$0.00
Multiline Key/PBX	\$7.85	\$0.00
Directory Assistance (Per Call)	\$0.30	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**BUSINESS LOCAL EXCHANGE SERVICE, Continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
3.2.6 Optional Features		
Back-Up Line		
Per Arrangement (Rate Class 1)	\$16.00	\$0.00
Per Arrangement (Rate Class 2-6)	\$16.45	\$0.00
Hunting, Per Line Arranged		
Rate Class 1	\$12.00	\$0.00
Rate Class 2	\$11.25	\$0.00
Rate Class 3	\$10.50	\$0.00
Rate Class 4	\$10.00	\$0.00
Rate Class 5	\$5.70	\$0.00
Rate Class 6	\$10.00	\$0.00
Usage Charges (Per Minute)		
Incoming Calls	\$0.05	\$0.00
Outgoing Calls		
Limited Local (Flat-Rate Only)	\$0.09	\$0.00
Premium Calling (Area Calling Only)	\$55.00	\$0.00
Local Usage Detail (Area Calling Only)		
Per Line/Trunk	\$3.00	\$0.00
Per Full Local Call Listed	\$0.01	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

**3.2.5 Other Charges, continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Stand-By Line		
Per Arrangement	\$19.75	\$69.00
Per Minute of Usage	\$0.08	\$0.00

**3.2.7 Order Charges**

Service Order		
Each Add'l Line/Trunk	\$0.00	\$22.00
Changes to Existing Service		
First Line/Trunk	\$0.00	\$48.00
Each Add'l Line/Trunk	\$0.00	\$14.00
Secondary Service/Record Order	\$0.00	\$20.00

**3.2.8 Premises Visit Charge**

First 15 Minutes	\$0.00	\$30.00
Add'l 15 Minutes	\$0.00	\$14.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
<b>3.2.9 Vertical Features</b>		
Speed Calling		
8 Number	\$4.40	\$0.00
30 Number	\$5.50	\$0.00
Three-Way Calling	\$4.40	\$0.00
Three-Way Calling w/ Transfer	\$6.00	\$0.00
Flexible Call Forwarding		
Standard	\$9.90	\$0.00
W/ Audio Calling Name	\$11.00	\$0.00
Call Forwarding		
Variable	\$4.40	\$0.00
Busy Line	\$3.85	\$0.00
Busy Line (Variable)	\$7.40	\$0.00
Busy Line Multipath	\$3.55	\$0.00
Don't Answer	\$3.85	\$0.00
Don't Answer (Variable)	\$7.40	\$0.00
Don't Answer Multipath	\$3.55	\$0.00
Variable Multipath	\$3.55	\$0.00
Remote Access	\$9.35	\$0.00
Don't Answer – Ring Control	\$3.85	\$0.00
Call Waiting	\$4.40	\$0.00
Distinctive Ringing		
One Dependent Number	\$6.95	\$0.00
Two Dependent Numbers	\$9.95	\$0.00
Hot Line	\$0.50	\$0.00
Warm Line	\$0.50	\$0.00
Additional Features		
Call Return	\$5.20	\$0.00
Repeat Dialing	\$4.95	\$0.00
Call Selector	\$4.95	\$0.00
Preferred Call Forwarding	\$4.95	\$0.00
Call Block	\$4.95	\$0.00
Call Tracing	\$5.50	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

**3.2.9 Vertical Features, continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Calling Identification		
Anonymous Call Rejection (ACR)	\$4.40	\$0.00
Caller ID		
Basic	\$9.05	\$0.00
Deluxe w/ ACR	\$10.00	\$0.00
Deluxe w/out ACR	\$10.00	\$0.00
Enhanced w/ ACR	\$15.95	\$0.00
Enhanced w/ ACR and Call Mgmt.	\$16.95	\$0.00
Enhanced w/ All Features	\$16.95	\$0.00
Deluxe w/out ACR	\$10.00	\$0.00
Enhanced w/ ACR	\$15.95	\$0.00

**3.2.10 Per Use Feature**

Repeat Dialing	\$0.75	\$0.00
Busy Connect	\$0.75	\$0.00
Call Return	\$0.75	\$0.00
Three-Way Calling	\$0.75	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

**3.2.11 Package Plans**

Essential.com offers two packages, Business Plus and Business Choice, for its flat rate customers. Business Plus has two options. Under Option 1, customers receive an access line with Touch-Tone service, local usage detail and unlimited local and intraLATA toll calls, subject to an allowance of 120 hours per month. A charge of \$0.05 minute applies to usage above this threshold. Under Option 2, customers receive an access line with Touch-Tone service, local usage detail and unlimited local calling. A charge of \$0.12 per minute applies to intraLATA toll calls.

Business Choice includes subscription to the corresponding Business Plus option, as well as a choice of any five vertical features, as shown below.

Vertical Features Available with Business Choice

Call Forward Busy Line  
Call Forward Don't Answer  
Call Forward Don't Answer Ring Control  
Call Forward Variable  
Flexible Call Forwarding  
Call Waiting  
Speed Calling 8  
Speed Calling 30  
Three Way Calling  
Message Waiting Indicator - Audible  
Message Waiting Indicator - Visual  
Call Return  
Call Block  
Call Tracing  
Repeat Dialing  
Call Selector  
Preferred Call Forwarding  
Distinctive Ring I  
Distinctive Ring II  
Remote Access Call Forwarding  
Three-Way Calling with Transfer

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.2 BUSINESS LOCAL EXCHANGE SERVICE, Continued**

**3.2.11 Package Plans, continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Business Plus		
Option 1	\$62.90	\$73.00
Option 2	\$38.90	\$73.00
Business Choice		
Option 1	\$76.85	\$73.00
Option 2	\$52.85	\$73.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 RESIDENTIAL LOCAL EXCHANGE SERVICE**

**3.3.1. Generally**

Essential.com offers business customers a choice of two local calling plans, flat-rate and Area Calling Service (ACS). Under the flat-rate plan, there is no charge for local calls within the Limited Local Calling Area (LLCA). The ACS, an enhanced measured service plan, has measured usage charges for both LLCA and Full Local Calling Area (FLCA) calls within 55 miles, subject to Peak and Off-Peak rates. The Peak rates apply Monday - Friday, 8:00 AM - 7:59 PM; Off-Peak rates apply at all other times, including the six recognized holidays of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. The regular ACS has no usage allowance. However, a Premium Calling option offers unlimited calls to both the LLCA and FLCA for an additive monthly charge.

Essential.com offers three enhanced features: Local Usage Detail, Complete Choice and Area Plus. Local Usage Detail itemizes all full local calls for Area Calling Service customers. Complete Choice provides a flat-rate line with Touch-Tone service and an unlimited number of these optional features: Custom Calling; enhanced Custom Calling features; customized code restrictions to limit outgoing calls; and distinctive ringing of separate phone numbers that share the share line. The monthly charge is in lieu of the normal flat-rate individual line charge. Area Plus provides a Touch-Tone line with unlimited local calls throughout the entire Area Calling Service area, as well as a 30 percent discount on all Dial Station intraLATA MTS calls. This discount is in lieu of any of the regular volume discounts that accompany Essential.com's MTS tariffed rates. The Area Plus monthly charge is in lieu of the normal Area Calling Service individual line charge. Lastly, Area Plus with Complete Choice provides the aforementioned features of both plans at an aggregated price. The monthly charge is in lieu of the Area Calling Service individual line charge.

**3.3.2 Flat Rate Service**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Individual Line		
Rate Class 1	\$15.17	\$42.00
Rate Class 2	\$13.02	\$42.00
Rate Class 3	\$13.69	\$42.00
Rate Class 4	\$14.34	\$42.00
Rate Class 5	\$17.55	\$42.00
Rate Class 6	\$14.50	\$42.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 RESIDENTIAL LOCAL EXCHANGE SERVICE, Continued**

**3.3.3 Message Monthly Service**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Individual Line		
Rate Class 1,2,3,4,&6	\$9.50	\$42.00
Rate Class 5	\$10.50	\$42.00

**A. Measured Usage Charges, Peak**

	<b>DAY</b>	
	<b>First Min</b>	<b>Add'l Min</b>
Band A (Intra-exchange)	\$0.0200	\$0.0100
Band B (1-10 Miles)	\$0.0400	\$0.0200
Band C (11-16 Miles)	\$0.0600	\$0.0400
Band D (10 Miles beyond LLCA)	\$0.0400	\$0.0200
Band E (16 Miles beyond LLCA)	\$0.0600	\$0.0400
Band F (22 Miles beyond LLCA)	\$0.0900	\$0.0700
Band G (30 Miles beyond LLCA)	\$0.0900	\$0.0700
Band H (40 Miles beyond LLCA)	\$0.0900	\$0.0700
Band I (55 Miles beyond LLCA)	\$0.0900	\$0.0700

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 RESIDENTIAL LOCAL EXCHANGE SERVICE, Continued**

**3.3.3 Message Monthly Service, continued**

**B. Measured Usage Charges, Off-Peak**

	<b>DAY</b>	
	<b>First Min</b>	<b>Add'l Min</b>
Band A (Intra-exchange)	\$0.0100	\$0.0050
Band B (1-10 Miles)	\$0.0200	\$0.0100
Band C (11-16 Miles)	\$0.0300	\$0.0200
Band D (10 Miles beyond LLCA)	\$0.0200	\$0.0100
Band E (16 Miles beyond LLCA)	\$0.0300	\$0.0200
Band F (22 Miles beyond LLCA)	\$0.0450	\$0.0350
Band G (30 Miles beyond LLCA)	\$0.0450	\$0.0350
Band H (40 Miles beyond LLCA)	\$0.0450	\$0.0350
Band I (55 Miles beyond LLCA)	\$0.0450	\$0.0350

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**3.3.4 Additional Charges**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
End User Common Line Charge (EUCL)		
First Line	\$3.50	\$0.00
Additional Line	\$6.07	\$0.00
Directory Assistance		
After 1 <sup>st</sup> Call (Per Call)	\$0.30	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 RESIDENTIAL LOCAL EXCHANGE SERVICE, Continued**

**3.3.5 Order Charges**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Each Add'l Line	\$0.00	\$15.00
Line Change Charge		
First Line	\$0.00	\$35.00
Add'l Line	\$0.00	\$12.00
Secondary Order Charge	\$0.00	\$15.00
Record Order	\$0.00	\$15.00

**3.3.6 Premises Visit Charge**

First 15 Minutes	\$0.00	\$30.00
Add'l 15 Minutes	\$0.00	\$14.00

**3.3.7 Optional Features**

Premium Calling (Area Calling Only)	\$20.00	\$0.00
Local Usage Detail		
Per Line (Area Calling Only)	\$3.00	\$0.00
Per Full Local Call Listed (Area Calling Only)	\$0.01	\$0.00
Complete Choice (Flat-Rate Only)	\$33.50	\$0.00
Area Plus (Area Calling Only)	\$38.00	\$0.00
Complete Choice w/ Area Plus (Area Calling Only)	\$49.50	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 RESIDENTIAL LOCAL EXCHANGE SERVICE, Continued**

**3.3.8 Vertical Features**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Speed Calling		
8 Number	\$3.60	\$0.00
30 Number	\$4.10	\$0.00
Three-Way Calling	\$3.60	\$0.00
Three-Way Calling w/ Transfer	\$4.95	\$0.00
Flexible Call Forwarding		
Standard	\$5.00	\$0.00
W/ Audio Calling Name	\$7.00	\$0.00
Flexible Call Forwarding Plus		
Standard	\$7.00	\$0.00
W/ Audio Calling Name	\$9.00	\$0.00
Call Forwarding		
Busy Line	\$1.00	\$0.00
Busy Line (Variable)	\$3.00	\$0.00
Busy Line Multipath	\$2.00	\$0.00
Don't Answer	\$1.00	\$0.00
Don't Answer (Variable)	\$3.00	\$0.00
Don't Answer Multipath	\$2.00	\$0.00
Variable Multipath	\$3.00	\$0.00
Remote Access	\$6.00	\$0.00
Don't Answer – Ring Control	\$1.00	\$0.00
Call Waiting	\$3.65	\$0.00
Distinctive Ringing		
One Dependent Number	\$3.95	\$0.00
Two Dependent Numbers	\$5.95	\$0.00
Message Waiting Indicator		
Audible	\$0.50	\$0.00
Audible/Visual	\$0.50	\$0.00
Hot Line	\$0.50	\$0.00
Warm Line	\$0.50	\$0.00
Additional Features		
Call Return	\$4.40	\$0.00
Repeat Dialing	\$4.20	\$0.00
Call Selector	\$4.20	\$0.00
Preferred Call Forwarding	\$4.20	\$0.00
Call Block	\$4.20	\$0.00
Call Tracing	\$4.20	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.3 RESIDENTIAL LOCAL EXCHANGE SERVICE, Continued**

**3.3.8 Vertical Features, continued**

	<b>Monthly Recurring Charge</b>	<b>Non Recurring Charge</b>
Calling Identification		
Anonymous Call Rejection (ACR)	\$3.30	\$0.00
Caller ID		
Basic	\$7.00	\$0.00
Deluxe w/ ACR	\$7.50	\$0.00
Deluxe w/out ACR	\$7.50	\$0.00

**3.3.9 Per Use Feature**

Repeat Dialing	\$0.75	\$0.00
Busy Connect	\$0.75	\$0.00
Call Return	\$0.75	\$0.00
Three-Way Calling	\$0.75	\$0.00

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.4 INTRASTATE INTRALATA MESSAGE TOLL SERVICE**

**3.4.1 Business MTS**

**3.4.1.1 Dial Station**

PEAK		OFF-PEAK	
1 <sup>st</sup> 30 Sec.	Add'l 30 Sec	1 <sup>st</sup> 30 Sec	Add'l 30 Sec
\$0.1445	\$0.0289	\$0.1012	\$0.0202

3.4.1.2	Travel Card	
	First Minute	\$0.1990
	Additional Minute	\$0.1990

**3.4.2 Residential MTS**

**3.4.2.1 Dial Station**

PEAK		OFF-PEAK	
1 <sup>st</sup> 30 Sec.	Add'l 30 Sec	1 <sup>st</sup> 30 Sec	Add'l 30 Sec
\$0.1000	\$0.0200	\$0.0600	\$0.0120

3.4.2.2	Travel Card	
	First Minute	\$0.1990
	Additional Minute	\$0.1990

**3.4.3 Surcharges Per Call**

Directory Assistance	
Private Phone	\$0.30
Public Telephone	\$0.25
Travel Card	\$0.30
Person-to-Person	\$4.90
Coin Sent-Paid	\$2.25
Operator Handled Surcharges	
Semi-Automated	\$0.50
Operator-Dialed	\$0.80
Station Charge	\$0.25

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**SECTION 3 - BASIC LOCAL EXCHANGE SERVICE, Continued**

**3.4 INTRASTATE INTRALATA MESSAGE TOLL SERVICE, Continued**

**3.4.4 Volume Discount (Residential Only)**

Monthly Usage	Percentage Discount
0-\$5.00	0%
\$5.01-10.00	5%
\$11.01 – \$20.00	10%
\$20.01+	30%

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## SECTION 4 - DIRECTORY LISTINGS

### 4.1. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS

#### 4.1.1. General

- A. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying Customer's telephone numbers and as an aid to the use of telephone service.
- B. The listings of Customers, either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by Customers or prospective Customers, the Company will not be a party to controversies between Customers as a result of the publication of such listings in its directories.
- C. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of Company records and its directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.
- D. The Company reserves the right to limit the length of any listing to one (1) line in the directory by use of abbreviations when, in its judgment, the clearness of the listing and the identification of the Customer is not impaired thereby.
- E. One listing is furnished without extra charge as specified in the following:
  - 1. each basic local exchange line
  - 2. each PBX trunk
- F. The use of listings in excess of those described in E. preceding may be provided without charge when in the sole judgment of the Company they are needed for better identification of the Customer.
- G. Generally, the listed address is the location of the Customer's place of business or residence. At the Customer's request a partial address may be shown. An address may be:- a number(s) and/or letter(s) followed by the name of a street, a building, a shopping center/mall, apartment complex, industrial park, or similar facility

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**SECTION 4 - DIRECTORY LISTINGS, Continued**

**4.1. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued**

**4.1.1. General, Continued**

- a name of a street, building, shopping center/mall, apartment complex, industrial park, or similar facility
- any one of the above followed by a community and/or state name
- a community name only
- omitted at the Customer's request

The listed address may not include P. O. Box, or use of the word or abbreviation of suite, floor, or apartment before numbers used in the identification. An address other than the address where the service is located may be listed provided the Customer has a comparable class of service at the address requested.

- H. Liability of the Company due to directory errors and omissions is as specified in Section 2. of this tariff.
- I. A Secondary Service Charge applies when an order is issued solely to add or change a directory listing.

**4.2. BUSINESS LISTING**

**4.2.1. General**

- A. Generally, a business listing consists of a name or dual name, a designation descriptive of the Customer's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

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## SECTION 4 - DIRECTORY LISTINGS, Continued

### 4.3. RESIDENCE LISTING

#### 4.3.1. General

Generally, residence listings consist of a surname, given name or dual name, and/or initials, the address, and the telephone number. When a single name listing is requested by the Customer, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the Customer.

### 4.4. NON-PUBLISHED (PRIVATE) LISTING

#### 4.4.1. General

- A. A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of the calling party. However, when a call is placed from a telephone number associated with a non-published listing, the number and/or name may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers and/or names.
- B. An incoming call to a Customer with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the Customer.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. Under these conditions, the Company will, at the Customer's request, change the telephone number at no charge to the Customer. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person.

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**SECTION 4 - DIRECTORY LISTINGS, Continued**

**4.4. NON-PUBLISHED (PRIVATE) LISTING, Continued**

**4.4.1. General, Continued**

- D. The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point ("PSAP") located on the premises of a Customer subscribing to 911 Service, on a call-by-call basis only, for the purpose of responding to emergency calls from non-published numbers. The Customer forfeits his right to privacy upon making a call to 911.
- E. For accounting purposes, the telephone number, name, and address of a Customer with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the Customer long distance message telecommunications service.
- F. Upon request, facilities permitting, Customers of Non-Published Listing service will be provided Calling Number Delivery Blocking - at no monthly recurring charge.

**4.4.2. Rate Application**

**A. Non-published listing**

**1. Where charge applies**

**Monthly  
Rate**

(a) Each \$3.50

**2. Where charge does not apply**

(a) Each NR

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- Service used primarily by a certified hearing/speech impaired person
- Additional service furnished to the same Customer who has service listed in the directory at the same address.
- Additional service furnished to the same Customer who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
- Service to a Customer living in a hotel, hospital, retirement complex, apartment, boarding house or club if the Customer is listed under the telephone number of the PBX, Centrex Type Services or Semipublic Telephone Service furnished to such establishments.
- Temporary Service

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**SECTION 4 - DIRECTORY LISTINGS, Continued**

**4.5. NON-LISTED (SEMIPRIVATE) LISTING**

**4.5.1. General**

- A. A non-listed listing is not listed in the alphabetical section of the Company directory, but is maintained on directory assistance records and will be furnished upon the request of the calling party.
- B. The acceptance by the Company of the Customer's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the Customer.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The Customer indemnifies and holds the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
- D. The telephone number, name and address of the calling party may be displayed at a Public Safety Answering Point ("PSAP"), located on the premises of a Customer subscribing to 911 service on a call-by-call basis only for the purpose of responding to emergency calls from a non-listed number.
- E. Upon request, facilities permitting, Customers of Non-Listed (Semi-private) Listing service will be provided in Calling Number Delivery Blocking - Permanent at no monthly recurring charge.

**4.5.2 Rate Application**

Non-Listed listing

**Monthly  
Rate**

(a) Each

**\$1.82**

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**SECTION 4 - DIRECTORY LISTINGS (Continued)**

**4.6. ADDITIONAL LISTING**

**4.6.1. General**

- A. The Customer to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted.
- B. Listing charges are automatically discontinued upon termination of the service or upon removal of the listing.

**4.6.2. Business Additional Listing**

- A. A business additional listing may be furnished in other names when in the judgement of the Company the Customer's service is not being resold.
- B. Rate Application

	Monthly Rate
1. Business	
(a) Each	\$1.80
(b) 800 service, each	\$1.80

**4.6.3. Residence Additional Listing**

- A. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the Customer, or other persons residing in the Customer's home who are recognized as a part of the Customer's domestic establishment.
- B. Rate Application

1. Residence	
(a) Each	\$1.20

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**SECTION 4 - DIRECTORY LISTINGS (Continued)**

**4.7. MISCELLANEOUS LISTING**

**4.7.1. Access Service Listing**

A. An interexchange carrier or a business or residence client of an interexchange carrier who subscribes to Feature Group A foreign exchange access service may be furnished a listing at the rate specified.

B. Rate Application	Monthly Rate
1. Listing	
(a) Each	\$2.20

**4.7.2. Alternate Listing**

A. An alternate listing may be provided to the Customer for the purpose of directing calling parties to other telephone numbers subject to the following conditions:

- Names of individuals are not permitted
- Text may not exceed one line

Examples:

Nights, Sundays, and Holidays  
If No Answer  
If Extension Is Not Known

**B. Rate Application**

1. Business	
(a) Each	\$1.80
2. Residence	
(a) Each	\$1.80

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**SECTION 4 - DIRECTORY LISTINGS, Continued**

**4.7. MISCELLANEOUS LISTING, Continued**

**4.7.6. Cross Reference Listing**

A. A cross reference listing may be furnished when it is necessary to refer the directory user to another directory listing.

B. Rate application

1. Business

**Monthly  
Rate**

(a) Each \$1.80

2. Residence

(a) Each \$1.20

**4.7.7. Dual Name Listing**

A. A dual name listing may be furnished to a business or a residence Customer as a main listing subject to the following:

- an individual subscribing to business service when it is a personal name listing and the person is also known by a nickname
- two individuals subscribing to residence service having the same surname and address, or an individual known by more than one name

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**SECTION 4 - DIRECTORY LISTINGS (Continued)**

**4.7. MISCELLANEOUS LISTING, Continued**

**4.7.7. Dual Name Listing, Continued**

- B. A dual name listing may also be furnished as an additional listing at the Customer's request at the appropriate additional listing rate.
- C. A Secondary Service Charge applies for:

**Monthly  
Rate**

- |    |   |        |    |
|----|---|--------|----|
| 1. | Changing of primary single name listing to a primary dual name directory listing  |        |    |
|    | (a) each  | \$1.80 |    |
| 2. | Changing the primary or additional dual name directory listing once established   |        |    |
|    | (a) each  | \$1.80 |    |
| 3. | Changing an additional dual name directory listing to a primary dual name listing |        |    |
|    | (a) each  | \$1.80 | NA |
- D. No nonrecurring charge applies when the dual name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAR 30 2000

PURSUANT TO 807 KAR 5:011,  
SECTION 9 (1)  
BY: Stephan Bue  
SECRETARY OF THE COMMISSION

Issued:

Issued By:

Effective Date:

Basil Pallone  
Treasurer, Director of Finance and Controller  
3 Burlington Woods Drive, 4<sup>th</sup> floor  
Burlington MA 01803

**SECTION 4 - DIRECTORY LISTINGS (Continued)**

**4.7. MISCELLANEOUS LISTING, Continued**

**4.7.8. Emergency Service Listing (E911, B911, and SALI)**

A 911 telephone number must be listed along with a non-emergency telephone number for emergency agencies. No charge applies for either listing.

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BY: Stephan D. Bell  
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Issued:  
Issued By:

Basil Pallone  
Treasurer, Director of Finance and Controller  
3 Burlington Woods Drive, 4<sup>th</sup> floor  
Burlington MA 01803

Effective Date:

**SECTION 4 - DIRECTORY LISTINGS (Continued)**

**4.7. MISCELLANEOUS LISTING, Continued**

**4.7.9. Foreign Listing**

A. A listing in the alphabetical section of Company directories outside the Customer's local exchange may be furnished. This listing is subject to the rates and regulations applicable to the published directory in which the listing is to appear.

B. Rate Application

**Monthly  
Rate**

1. Foreign listing

(a)	Business, each	\$1.80
(b)	Residence, each	\$1.20

2. Foreign cross reference listing

(a)	Business, per line	\$1.80
(b)	Residence, per line	\$1.20

3. Foreign alternate listing

(a)	Business, each	\$1.80
(b)	Residence, each	\$1.20

4. Foreign Special Text

(a)	Business, each	\$1.80
-----	----------------	--------

C. When in the sole judgment of the Company, in the case of service located in an exchange border area, a foreign listing is needed for better identification in order to facilitate the completion of calls, such listing may be provided without charge for the main listing only.

1. Foreign Listing

(a)	Each	NR
-----	------	----

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### SECTION 5 – LOCAL SERVICE AREA

EXCHANGE	RC	EXCHANGE	RC	EXCHANGE	RC
Allen	2	Aurora	1	Bagdad	1
Beattyville	1	Beaver Dam	1	Bedford	1
Benton	1	Bloomfield	1	Bluff Springs	3
Bremen	1	Burgin	1	Cadiz	1
Campbellsburg	1	Canton	1	Carlisle	1
Cayce	1	Centertown	1	Central City	1
Clay	1	Clinton	1	Cloverport	1
Cornishville	1	Corydon	2	Crab Orchard	1
Cropper	2	Cynthiana	1	Danville	1
Dixon	1	Drakesboro	1	Earlington	2
Elkhorn City	2	Elkton	1	Eminence	1
Fedscreek	2	Finchville	1	Ford	3
Frankfort	3	Franklin	1	Fredonia	1
Fulton	1	Georgetown	6	Ghent	1
Gracey	3	Greenville	1	Guthrie	1
Hanson	2	Hardinsburg	1	Harlan	1
Hartford	1	Hawesville	1	Hebbardsville	2
Hickman	1	Hopkinsville	3	Inez	1
Jackson	1	Junction City	1	Kirksville	3
LaGrange	5	Lawrenceburg	1	Lebanon Jctn.	1
Livermore	1	Louisa	1	Louisville	5
Mackville	1	Madisonville	2	Marion	1
Mayfield	2	Maysville	1	McCarr	1
McDowell	2	Middlesboro	2	Millersburg	1
Mooreville	1	Morganfield	1	Morgantown	1
Mt. Eden	1	Mt. Sterling	1	Murray	2
Neon	1	New Haven	1	New Liberty	1
Nortonville	2	Oak Grove	4	Owensboro	3
Paducah	3	Paintsville	1	Panther	3
Pembroke	3	Perryville	1	Pikeville	3
Pleasant Ridge	3	Port Royal	1	Prestonsburg	2
Providence	1	Richmond	3	Robards	2
Russellville	1	Sacramento	1	Sadieville	6
Salvisa	1	Seabee	1	Sharon Grove	1
Simpsonville	1	Slaughters	1	Sorgho	3
Springfield	1	Stamping Grd.	6	Stanford	1
Stanton	1	Stone	1	Sturgis	1
Symsonia	3	Taylorsville	1	Trenton	1
Virgie	2	Waco	3	Waddy	1
Warfield	1	Water Valley	1	Wayland	2
West Point	5	Whitesburg	1	Whitesville	3
Willisburg	1	Winchester	2	Woodburn	3

PUBLIC SERVICE COMMISSION  
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Burlington MA 01803

PURSUANT TO 807 KAR 5.011,

SECTION 5.11  
Effective Date:

BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION



essential.com

Account Number: 5082222957

Bill Date: 08/27/99

Bill #: 2357

Bill To:

Please make check payable to essential.com and write your account # on check.

**TOTAL AMOUNT DUE: \$46.87**

Payable Upon Receipt.

Amount Enclosed 

Return this portion with payment to:

essential.com, inc

3 Burlington Woods Drive, 4th Floor

Burlington MA 01803

☐ Check if new address and correct above

Please detach and return

Amount of Last Bill	\$62.27
Payments Received Thank You	(\$62.27)
Adjustments	\$0.00
<b>Past Due Balance</b>	<b>\$0.00</b>

Unpaid balance is subject to 1.5% finance charge per month

New Call Charges \$19.34

Recurring Charges \$24.96

Non-Recurring Charges \$0.00

Finance Charges \$0.00

Federal Taxes \$1.60

State and Local Taxes \$0.97

State Surcharges \$0.00

**Total New Charges \$46.87****Total Amount Due \$46.87**

You saved approximately 10% this month.

essential.com

Questions? Call 1-888 746-4983

Account Number:

5082222957

Bill Date: 08/27/99

Bill #: 2357

**Important News**

Thank You! This bill is for the period of 6/15/99 thru 7/15/99.

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

MAR 30 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)BY: Stephan O. Bell  
SECRETARY OF THE COMMISSION

**essential.com****Detail Of New Charges****Bill Date: 08/27/99****Account Number: 5082222957****Invoice #: 2357**See Attached Sheets for Usage Detail**Total New Usage Charges** **\$19.34**Recurring Charges

Call Waiting	\$2.79
Local Number Portability	\$0.31
PIC-C Residential	\$0.53
Service Line Charge	\$3.50
Touch Tone Service	\$0.98
Unlimited Local Residence	\$16.85

**Total Recurring Charges** **\$24.96**Non-Recurring Charges**Total Non-Recurring Charges** **\$0.00**Taxes/Surcharges

Federal Excise Tax	\$1.21
MA Sales tax	\$0.97
Universal Service	\$0.25
Universal Service-A	\$0.14

**Total Taxes/Surcharges** **\$2.57****TOTAL NEW CHARGES** **\$46.87****Balance From Last Statement** **\$0.00****Finance Charges** **\$0.00****TOTAL AMOUNT DUE - PAYABLE BY 9/1/99** **\$46.87**

PUBLIC SERVICE COMMISSION  
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PURSUANT TO 807 KAR 5.011,  
SECTION 9(1)  
BY: Stephan D. Bell  
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essential.com

## Call Detail

Page 1 of 2

5082222957

Bill# 2357

	Date	Time	R	Minutes	Called Number	Location	Cost
(508) 222-2957							
1	06/17/99	7:14 PM	2	1.0	(508) 222-4500	Attleboro MA	\$0.00
2	06/18/99	4:14 PM	1	2.0	(508) 977-0600	Taunton MA	\$0.17
3	06/20/99	1:05 PM	3	1.0	(978) 534-0640	Leominster MA	\$0.00
4	06/23/99	1:52 PM	1	2.0	(508) 977-0600	Taunton MA	\$0.17
5	06/25/99	7:03 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
6	06/25/99	7:04 PM	2	5.0	(508) 359-4041	Medfield MA	\$0.41
7	06/25/99	7:09 PM	2	1.0	(508) 359-4041	Medfield MA	\$0.09
8	06/26/99	10:54 AM	3	9.0	(508) 336-8590	Seekonk MA	\$0.73
9	06/26/99	3:52 PM	3	1.0	(508) 336-8590	Seekonk MA	\$0.09
10	06/26/99	4:06 PM	3	2.0	(508) 336-8590	Seekonk MA	\$0.17
11	06/27/99	11:04 AM	3	1.0	(508) 336-8590	Seekonk MA	\$0.09
12	06/27/99	11:53 AM	3	1.0	(508) 336-8590	Seekonk MA	\$0.09
13	06/27/99	2:24 PM	3	1.0	(508) 336-8590	Seekonk MA	\$0.09
14	06/28/99	10:28 AM	1	21.0	(978) 534-0640	Leominster MA	\$1.69
15	06/29/99	5:45 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
16	06/30/99	4:39 PM	1	1.0	(508) 336-8590	Seekonk MA	\$0.09
17	06/30/99	8:52 PM	2	8.0	(508) 336-8590	Seekonk MA	\$0.65
18	06/30/99	9:26 PM	2	2.0	(508) 336-8590	Seekonk MA	\$0.17
19	07/01/99	9:47 AM	1	19.0	(978) 534-0640	Leominster MA	\$1.53
20	07/01/99	10:24 AM	1	1.0	(978) 928-5318	Hubbardstn MA	\$0.09
21	07/02/99	4:04 PM	1	15.0	(978) 537-8563	Leominster MA	\$1.21
22	07/05/99	12:20 PM	1	0.8	(401) 727-4081	Pawtucket RI	\$0.08
23	07/05/99	9:31 PM	2	2.0	(508) 336-8590	Seekonk MA	\$0.17
24	07/06/99	10:02 AM	1	6.0	(508) 336-8590	Seekonk MA	\$0.49
25	07/06/99	7:46 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
26	07/06/99	9:20 PM	2	6.0	(508) 336-8590	Seekonk MA	\$0.49
27	07/07/99	10:39 AM	1	0.5	(401) 727-4081	Pawtucket RI	\$0.05
28	07/07/99	12:12 PM	1	1.0	(978) 422-0200	Sterling MA	\$0.09
29	07/07/99	12:13 PM	1	1.0	(978) 534-5358	Leominster MA	\$0.09
30	07/07/99	12:17 PM	1	1.0	(978) 345-6605	Fitchburg MA	\$0.09
31	07/07/99	1:34 PM	1	9.0	(978) 345-6605	Fitchburg MA	\$0.73
32	07/07/99	9:49 PM	2	4.0	(508) 336-8590	Seekonk MA	\$0.33
33	07/08/99	10:30 AM	1	21.8	(401) 722-9131	Pawtucket RI	\$2.16
34	07/09/99	2:36 PM	1	3.0	(781) 784-7725	Sharon MA	\$0.26
35	07/10/99	1:28 PM	3	1.0	(508) 336-8590	Seekonk MA	\$0.09
36	07/10/99	5:25 PM	3	1.0	(508) 336-8590	Seekonk MA	\$0.09
37	07/10/99	7:11 PM	3	0.5	(401) 722-9131	Pawtucket RI	\$0.05
38	07/12/99	12:25 PM	1	0.5	(401) 463-5866	Providence RI	\$0.05
39	07/12/99	1:02 PM	1	0.5	(401) 463-5866	Providence RI	\$0.05
40	07/12/99	1:05 PM	1	1.0	(401) 463-5866	Providence RI	\$0.10

R = Rate Code: 1 = Day, 2 = Evening, 3 = Night, 4 = Standard, 5 = Discount, 6 = Economy

PUBLIC SERVICE COMMISSION  
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PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)BY: Stephan D. Bell  
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essential.com

Call Detail  
5082222957

Page 2 of 2

Bill# 2357

	Date	Time	R	Minutes	Called Number	Location	Cost
41	07/12/99	1:10 PM	1	0.5	(401) 463-5866	Providence RI	\$0.05
42	07/12/99	1:42 PM	1	0.9	(401) 463-5866	Providence RI	\$0.09
43	07/12/99	7:10 PM	2	10.4	(401) 727-4081	Pawtucket RI	\$1.03
44	07/12/99	7:22 PM	2	1.8	(401) 722-9131	Pawtucket RI	\$0.18
45	07/12/99	7:48 PM	2	1.0	(508) 222-8494	Attleboro MA	\$0.00
46	07/12/99	7:51 PM	2	2.0	(508) 336-8590	Seekonk MA	\$0.17
47	07/12/99	8:10 PM	2	5.0	(401) 722-9131	Pawtucket RI	\$0.50
48	07/13/99	8:11 PM	2	12.9	(401) 722-9131	Pawtucket RI	\$1.28
49	07/13/99	8:26 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
50	07/13/99	8:27 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
51	07/13/99	9:56 PM	2	5.0	(508) 336-8590	Seekonk MA	\$0.41
52	07/14/99	5:59 PM	2	1.0	(508) 222-4980	Attleboro MA	\$0.00
53	07/14/99	6:05 PM	2	0.8	(401) 722-9131	Pawtucket RI	\$0.08
54	07/15/99	12:00 AM	0	0.0	Calls to Direct	Assistance MA	\$0.00
55	07/15/99	8:31 AM	1	1.0	(401) 722-9131	Pawtucket RI	\$0.00
56	07/15/99	8:31 AM	1	16.6	(401) 722-9131	Pawtucket RI	\$1.84
57	07/15/99	5:14 PM	2	3.1	(401) 722-9131	Pawtucket RI	\$0.31
58	07/15/99	7:41 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
59	07/15/99	9:09 PM	2	1.0	(508) 336-8590	Seekonk MA	\$0.09
							\$19.34
							\$19.34

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